

Application No. 08/919,430

A: US2002124000:00ishi, Tarkava JP2002259650

CLAIM AMENDMENTS(int. 5/5/03)
w/ Sarosik

1 - 35. (Canceled)

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36. (Added) A system for handling a plurality of service requests the system comprising:

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means for receiving the plurality of service requests which are upon receipt are

unassigned;means for using programming to process the plurality of unassigned service requests for

the purpose of assigning to each of the plurality of unassigned service requests one or more of a

plurality of technicians as a function of at least a skill level of each of the plurality of technicians, a skill level required by each of the plurality of unassigned service requests, priorservice requests assigned to each of the plurality of technicians via the programming, and an amount of time to complete each of the plurality of unassigned service requests;means for displaying an indication if one or more of the plurality of unassigned service requests remain unassigned as a result of processing performed via the programming; andmeans for displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming.

37. (Added) The system as recited in claim 36, wherein the means for displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming comprises a means for displaying a map showing a geographic location of the one or more service requests that have been assigned to at least one technician via the programming.

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38. (Added) The system as recited in claim 36, wherein the skill level required by each of the plurality of unassigned service requests is represented by a number of points based upon a difficulty assessment of the unassigned service request.

39. (Added) The system as recited in claim 36, wherein the means for displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming comprises a means for displaying a geographic location of one or more of the plurality of technicians.

40. (Added) The system as recited in claim 36, wherein the means for displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming comprises a means for displaying an icon to represent a cancellation of a service request that has been assigned to at least one technician via the programming.

41. (Added) The system as recited in claim 36, wherein the means for displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming comprises a means for displaying an icon to represent a type of each of the one or more service requests that have been assigned to at least one technician via the programming.

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42. (Added) A method for handling a plurality of service requests, comprising:
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X receiving the plurality of service requests which are upon receipt are unassigned;
using programming for the purpose of assigning to each of the plurality of unassigned
service requests one or more of a plurality of technicians as a function of at least a skill level of

un-assigned ?

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pg 7 line 10 of this argument 6 each of the plurality of technicians, ^{considering} skill level required by each of the plurality of unassigned service requests, ^{considering} prior service requests assigned to each of the plurality of technicians via the programming, and an amount of time to complete each of the plurality of unassigned service requests; RFA

displaying an indication if one or more of the plurality of unassigned service requests remain unassigned as a result of processing performed via the programming; and

displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming.

43. (Added) The method as recited in claim 42, wherein displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming comprises displaying a map showing a geographic location of the one or more service requests that have been assigned to at least one technician via the programming.

44. (Added) The method as recited in claim 42, wherein the skill level required by each of the plurality of unassigned service requests is represented by a number of points based upon a difficulty assessment of the unassigned service request.

45. (Added) The method as recited in claim 42, wherein displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming comprises displaying a geographic location of one or more of the plurality of technicians.

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46. (Added) The method as recited in claim 42, wherein displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming comprises displaying an icon to represent a cancellation of a service request that has been assigned to at least one technician via the programming.

47. (Added) The method as recited in claim 42, wherein displaying an indication of a status of one or more service requests that have been assigned to at least one technician via the programming comprises displaying an icon to represent a type of each of the one or more service requests that have been assigned to at least one technician via the programming.